

Fully inclusive fixed price leasing

Maximise your profits with a Merrychef high speed oven, to speed up service and deliver consistent hot food on demand.

Spread your equipment costs across affordable monthly payments that include a service package offering extended warranty, service and preventative maintenance visits, plus connectivity.

What's included:

Decide on a lease term to suit your business, with a choice or 3, 4 or 5 years.

Warranty and Service Cover

The leasing agreement includes fully inclusive warranty and service cover for the full duration of the lease term. This cover is designed to minimise equipment downtime and provides access to a priority service providing a call-out response within 24 hrs of a service call being logged.

There is no restriction on the number of service call-outs permitted during the lease term. Customers may select either 5-day service cover or an enhanced 7-day service cover, which includes weekends.

All service and maintenance activities will be delivered through Welbilt TotalCare, utilising its network of trained and authorised Merrychef service technicians. Welbilt TotalCare achieves an average 95% first-time fix rate, subject to parts availability and site conditions.

	Response within 5 days cover	Response within 7 days cover
Nationwide coverage	✓	✓
Labour included	✓	✓
Call-out charge included	✓	✓
Spare parts included	✓	✓
Priority scheduling	✓	✓
Response within 24 hours of call being received	✓	✓
Bank holiday cover	✓	✓
Weekend cover	✗	✓
Planned maintenance visit (see below)	✓	✓

Planned maintenance checks

Preventative maintenance ensures optimal equipment performance by inspecting, testing and sometimes replacing critical components in line with operational usage.

Each preventative maintenance visit will take place in the first month after the end of each contract year.

A 3 year lease term provides:

2 scheduled maintenance visits in months 13 and 25.

A 4 year lease term provides:

3 scheduled maintenance visits in months 13, 25 & 37.

A 5 year lease term provides:

4 scheduled maintenance visits in months 13, 25, 37 & 49.

A detailed schedule is on the following page.

Planned Preventive Maintenance Schedule for Merrychef conneX 12, 16 & 12e speed ovens.

Key: Daily operational checks, expected to be undertaken by operator.
 Mandatory check for service engineer.
 Mandatory parts to be changed.

Checks completed in visual view on oven.
 Recommission test to be undertaken, any issues addressed and repaired.

		Daily	13 months	25 months	37 months	49 months	Comments
Item	Description	Operator	Engineers				
1	Check the installation and surroundings as per the installation manual.		✓	✓	✓	✓	Service engineer to check & advise the manager if anything is incorrect.
2	Check cooking accessories for damage and replace if required. Operator to check daily.	✓	✓	✓	✓	✓	Service engineer to check & advise the manager if anything is incorrect.
3	Check the cook plate & stubs daily and report to your service provider if damaged.	✓	✓	✓	✓	✓	Service engineer to check & advise the manager if anything is incorrect.
4	Operator to clean air filter daily.	✓	✓	✓	✓	✓	Service engineer to check filter count & advise manager if too low.
5	Inspect upper impinger plate & report to your service provider if damaged.	✓	✓	✓	✓	✓	Service engineer to check & advise the manager if anything is incorrect.
6	Inspect the partition & seal for signs of damage & replace if required.		✓	✓	✓	✓	Service engineer to check & replace if necessary or if highlighted in Blue.
7	Visually check over the oven for damage to the mains cable & plug.	✓	✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
8	Check condition of the power socket and report any damage to the manager.		✓	✓	✓	✓	Service engineer to check & report any damage to the manager.
9	Clean oven daily as per user instructions.	✓					For operator to carry out daily.
10	Check the steam pipe is clear. N/A for conneX 12e.	✓	✓	✓	✓	✓	Service engineer to check & clean if necessary.
11	Check door seal condition and report to your service provider if damaged.	✓	✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
12	Check the door operation is working correctly and report to your service provider if any issues are found.	✓	✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
13	Check the door handle is in good condition.		✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
14	Check the door choke is tight.		✓	✓	✓	✓	Service engineer to check & tighten if necessary.
15	Check the touch screen condition.		✓	✓	✓	✓	Service engineers clean the screen.
16	Check the touch screen surround for damage.		✓	✓	✓	✓	Service engineer to inspect for damage & advise the manager if a replacement is necessary.
17	Inspect the cavity for signs of grease and food debris or carbon.		✓	✓	✓	✓	Service engineer to take photos of damaged plates, seals or panels & document it on your service report. Make sure that all nuts, screws & bolts are in place, secure and that none are broken or missing, replace or repair as required.
18	Unplug and isolate (LOTO) & remove all panel work.		✓	✓	✓	✓	Service engineer, follow the safety guidance in the manual.
19	Check all internal electrical connections.		✓	✓	✓	✓	Service engineer, follow the safety guidance in the manual.
20	Magnetrons to be checked & tested as per the guidelines in the service manual.		✓	✓	✓	✓	Service engineer to check Service engineer to check & replace if necessary or if highlighted in Blue.
21	Test the HV capacitors & transformers as per the service manual.		✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
22	Inspect the waveguides for contamination such as excessive grease around the air vents.		✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
23	Test the HV diode as per the service as per the guidance in the service manual.		✓	✓	✓	✓	Service engineer to test & recommend replacement if necessary.
24	Check the door switch configuration as per the guidance in the service manual.		✓	✓	✓	✓	Service engineer to check the door microswitch setup and gapping and repair if necessary.
25	Vacuum out casework.		✓	✓	✓	✓	Service engineer to complete on every PPM.
26	Check the cavity insulation around the rear of the hot box & transformers for signs of grease migration and water leakage.		✓	✓	✓	✓	Service engineer to check the insulation & gasket, replace the gasket if required.
27	Refit all panels and plug the unit in to the electrical supply.		✓	✓	✓	✓	Service engineer to run through the tests below.
28	Switch the oven on.		✓	✓	✓	✓	Service engineer to make sure the screen is working correctly.
29	Download error log file.		✓	✓	✓	✓	Service engineer to save the error log to USB.
30	Go to the oven counter screen.		✓	✓	✓	✓	Service engineer to record the oven counters.
31	Check amp draws in diagnostic view.		✓	✓	✓	✓	Service engineer to record readings for magnetron.
32	Check cooling fan operation.		✓	✓	✓	✓	Service engineer to run through fan speeds.
33	Check oven temperature is correct.		✓	✓	✓	✓	Service engineer to test & calibrate as per the service manual.
34	Check for the latest firmware and update if required. See technical website www.merrycheftechnical.com		✓	✓	✓	✓	Service engineer. Using a 2 - 4Gb USB. www.merrycheftechnical.com/firmware.html
35	Check all components are working correctly in visual view.		✓	✓	✓	✓	Service engineer to test all components & repair or replace if necessary.
36	Complete a full recommission test.		✓	✓	✓	✓	Service engineer to make sure all tests have been completed along with an earth bond & insulation test.
	Total labour hours permitted	0.5	1	2-3	3-4	2-3	

Accidental Coverage

This optional coverage is exclusive to the leasing agreement and provides complete peace of mind. It protects against accidental damage caused by end-user incidents that would not normally be covered under a standard warranty.

Scope of Coverage:

This provides coverage for accidental physical damage to the high-speed oven, including but not limited to:

- ✓ Drops, liquid spills, collisions, and handling mishaps.
- ✓ Coverage includes mechanical and electrical breakdowns caused by accidental events
- ✓ Damage to key components such as heating elements, control boards, door seals, and motors.
- ✓ Misuse and Abuse: Damages resulting from improper use, abuse.

No Fault Found:

If, following a service inspection, no fault is found with the oven, the call out will be considered covered under this peace of mind package. This ensures that genuine events, even those where no physical fault is detected during inspection, are eligible for coverage.

Merrychef accidental coverage is an enhancement of the standard Merrychef manufacturer's warranty and is not an insurance policy. You will need to insure the equipment as you would any other asset.

Warranty Exclusions

The upgraded warranty and accidental damage cover do not include the following:

- External electrical supply issues, including but not limited to:
 - Power surges or spikes
 - Voltage fluctuations or irregularities
 - Loss of power or interruptions in supply
 - Failure of utility services or grid infrastructure
 - Damage caused by incorrect or unstable external electrical connections
- Damage caused by animals, including chewing, gnawing, or eating any part of the property or equipment.
- Intentional Acts.
- Any damage resulting from deliberate actions is not covered. For example, if someone intentionally breaks property, this is excluded.
- Negligence or Lack of Maintenance
 - Damage arising from failure to maintain equipment or property properly is excluded. For instance, a leak that was ignored and caused further damage would not be covered.
 - Build-up of dirt, grease, or debris causing malfunction or damage
 - Corrosion, staining, or deterioration due to inadequate cleaning
 - Damage resulting from the use of incorrect or non approved cleaning agents or methods
- Specific Hazard Exclusions
 - Pollution or Contamination – Environmental damage is typically excluded.
 - War, Nuclear Hazard, Radioactive Contamination
 - Acts of God Beyond Control – Floods, earthquakes, or similar hazards may require separate coverage.

Connectivity

On installation the engineer will register the Merrychef oven(s) to KitchenConnect (optional). Allowing free subscription to the Welbilt KitchenConnect online platform for the duration of the lease.

You no longer need to be on site to manage your equipment. KitchenConnect allows you to:

- Monitor kitchen equipment remotely across all your locations from any PC/Mac, tablet, or mobile device.
- Simplify recipe updates. Push new menus, anytime, to all your ovens at the same time.
- Get usage and production statistics, by oven, store or region.
- Receive immediate acknowledgment of technical issues.

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MERRYCHEF®

Find out more. For further information please contact a Welbilt TotalCare expert: Tel: **01483 464902** or email **totalcare@welbilt.com**

Customer satisfaction

Your satisfaction with our products is of paramount importance to us. With 75 years of experience you can be assured of a high quality, precision built product. We offer best in class performance quality, energy-efficiency, product reliability as well as unrivalled service and chef support.